



Office of Management and Administration Employee Newsletter

July 2000 Edition

Upcoming Event!!

**Come and join us as MA bids
Deputy Director Tom Tamura
a fond "Aloha" as he begins
his retirement.**

Date: August 1, 2000

Time: 3:00-5:00 p.m.

Place: Room 1E-245

Remittance: \$7.00

See your office representative

MA-1 & 8, Deborah Harrod, 6-8015

MA-2, Diane Gordon, 6-0944

MA-3, Scott Deters, 6-2273

MA-4, Susan Hargrove, 6-4108

MA-5, Jan Chavez, 6-9076

MA-6, Tanya Linzy, 426-1387

MA-7, Shelia Convis, 6-5131

MA-9, Dan Consolatore, 6-1908

MA-10, Brian Dean, 3-9645

Message from the Director

I hope that all MA employees are having a happy and satisfying summer, and that each of you has an opportunity for recreation and time with your family and friends.

Since our May 2000 newsletter and our award recognition at the all-hands meeting, we have reached a number of important milestones. Many of these are discussed in individual articles below, but several should be highlighted for all of us to celebrate.

First, with the swearing in of General John A. Gordon as Undersecretary and Administrator of the new National Nuclear Security Administration (NNSA), MA's successful work on the Secretary's NNSA plans has reached a new stage. We will be continuing to provide support to General Gordon and the NNSA in many ways, but we can all be proud of the leadership and teamwork that have gotten this initiative to this important point.

Second, we are making tangible progress in my priority for improving training and employee development activities. The

at Headquarters after a long hiatus, the first candidates have been selected for Phase II of the Acquisition Career Development Program, and I have approved the merger of the Career Management Resources Center into the Office of Training and Human Resource Development, creating the Washington Area Training and Development Center. Procurement Modernization, DOEFLEX, the Energy.gov web site, the Student Diversity Partnership Program, and many other initiatives are progressing well.

The MA senior management team is changing, as Tom Tamura retires from the Federal Government on August 1, 2000. My predecessors and I have relied heavily on Tom's judgment and management ability during his tenure as the Deputy Director of this organization for nearly seven years. Prior to his DOE service, Tom had a very distinguished career in the U.S. Air Force, in business, and on Capitol Hill, and we will miss his wise counsel. I hope you will all take advantage of the opportunity to say farewell, as announced in this newsletter.

Richard Hopf will be Acting Deputy Director of Management and Administration after Tom leaves, while continuing to serve as the DOE Procurement Executive. John Bashista will be Acting Director of the Office of Procurement and Assistance Management as part of a rotational development program that Richard has instituted in MA-5. I have asked Howard Borgstrom to assume additional responsibilities in the management team. We have also made a tentative selection for the Senior Aviation Management Official and will announce this as soon as formal OPM approval has been received.

I look forward to your continuing cooperation with the MA management team as we make additional progress on the priority assignment we have received.

Deputy Director Tom Tamura Bids MA Family Farewell

Mahalo to the MA family. "Mahalo" – a word in the Hawaiian language that expresses thanksgiving from the bottom of my heart. I am deeply thankful for the many ways you have enriched my life over the past six and a half years. So many of you have had a part in making my experience here a very enjoyable and fulfilling one, and I am so much the better for it.

I am also thankful for having the opportunity to work with so many dedicated and top-notch Federal and contractor employees that make up the MA family. One of the primary factors that drew me back from the private sector was the appeal of "public service" – and am I ever so glad I did! Our efforts have touched the lives of just about every DOE employee and contributed immeasurably to the mission accomplishments of a critically important Federal agency.

My wish for all of you – personal success to each of you, and a deep sense of satisfaction as you continue providing first-rate and quality services to our customers. God bless you all.

GSA Award Winner: DOE's Headquarters Mail Center Management, Relocation & Adaptation Boost Savings to \$245,000/year

The Headquarters Mail Center was the winner and first recipient of the General Services Administration's (GSA) 1st Annual Best Practices Award for Mail Center Excellence. The Mail Center demonstrated such innovative policies and best practices in Mail Communications as:

- **Flash cards**: 47 challenged/disabled employees run the Headquarters mail operation through a contract with the National Institute for the Severely Handicapped. To maintain operating procedures a set of flash-card-like flow charts are maintained on the walls to show what must be done, when and in what order.

- **Express Mail relocated**: To better accommodate Headquarters employees, the FedEx "office" was moved into the mail center. This meant that existing mail center staff could handle the work and express acceptance hours could be extended.

- **Primary sort area streamlined**: A new layout boosted sorting efficiency, cut labor costs and reduced mail sorting errors.

- **Mail center outreach**: Rather than wait for a crisis to bring about a meeting, the mail center staff visited customers and arranged tours of postal facilities. This keeps the users informed of mail center capabilities and why certain mail regulations apply.

- **Bench marking**: DOE staff compared the mail operations of six other federal agencies, using that data to modify the contract with the staff provider by over 25%, saving more than \$245,000/year.

The Headquarters Mail Center operation is lead by: Mary R. Anderson, Director, Print Media and Mail Services; Alvan Majors, Acting Team Leader, Mail and Distribution Services and Tony Nellums, Mail Quality Control Specialist.

Department of Energy Headquarters Secretarial Excellence Award Program

On April 26, 2000, Secretary Bill Richardson initiated the first annual Secretarial Excellence Award for Headquarters. This award program was developed by DOE management and the National Treasury Employees Union (NTEU) through Secretary Richardson's Workplace Improvement Network (WIN), to recognize secretarial and administrative support personnel.

Any DOE employee can nominate an eligible employee regardless of where the person works. Nominations must be received by August 11, 2000 to receive consideration. An awards ceremony to recognize the recipients of the Secretarial Excellence Awards will be held at the Forrestal and Germantown auditoriums in September 2000. Questions on the awards program may be directed to Theresa Summers, Headquarters Employee/Labor Management Services, on (202) 586-8768.

New Training Program for Headquarters Supervisors: Getting Back to Basics

To support of Secretary Richardson's initiative to establish and maintain a highly

capable and motivated workforce for the 21st Century, Headquarters supervisors are "getting back to basics". A new training program, *Getting Back to Basics*, was piloted in late June and will provide supervisors and other leaders with information, skills, and tools needed to manage effectively in today's rapidly-changing work environment. In addition to classroom training in core areas, this new program will allow participants to freshen their skills and knowledge on specific topics via web-based and CD-ROM course offerings. The Office of Training and Human Resource Development will implement an integrated system of supervisory and management training based on the Office of Personnel Management's Leadership Competencies. They will also be issuing further information on this new training program, including schedules and more detailed listings of course offerings and options. In the meantime, questions may be directed to Dr. Jerome Butler or Steve Young at (202) 426-1506.

The Department Implements the Simplified Purchase Agreement

Senior representatives of the Headquarters Office of Administration, the Government Printing Office, and Westinghouse Savannah River Company developed and implemented a "Simplified Purchase Agreement" (SPA). This is a successful example of re-inventing Government, since multiple layers of procurement practices have been peeled away; redundant interagency hand-offs are eliminated; and web-based technologies have replaced a century-old paper process.

This Agreement introduces new business approaches to doing business that benefit the customer, the vendors, and the GPO:

- 1) The customer organization, rather than GPO, advertises the work.
- 2) Vendors receive electronic job notification, and can, in turn, respond on-line with bids.
- 3) Vendors are added to bidding lists through a streamlined process.
- 4) Negotiations on the bid are handled between customer and vendor.
- 5) GPO owns the process, and provides oversight and contracting and technical expertise.
- 6) Vendors have a clearer structure to coordinate job activities, schedule adjustments, and reach technical resolutions.
- 7) The Government and commercial vendors work as partners to ensure the Government gets what it needs, when it needs it, and at a price that would be expected by any commercial customer.

To date, the Agreement has been used for the placement of approximately 700 hundred jobs. Delivery timeliness has improved markedly—reducing job cycle time from weeks to days. The numbers of jobs requiring rework has dropped from a high of almost 25% to well under 10%. Vendors have voiced strong support for these changes.

Frank Di Costanzo Retires

Frank Di Costanzo has retired from the Federal Government after 37 years of service. Frank served in a number of Federal agencies including the Army, IRS, and Commerce as well as the Department of Energy where he served as the Director of Human Resources Policy and Programs Division within MA-3.

In his new life, he has accepted employment with the United Way as a campaign manager. He will be sorely missed by his colleagues in the Office of Human Resources Management.

NNSA Moves Forward

As you probably already know, MA took the lead in the implementation effort to establish the National Nuclear Security Administration. Through teamwork and perseverance (not to mention a lot of late nights) we got the job done! Now that General Gordon has been sworn in and his office is being "staffed up," MA's implementation and coordination role is at an end. Of course, MA will continue to provide support and assistance.

There are some remaining issues within MA's responsibilities that we will continue to work, such as updating the Department's directives and delegations of authority for NNSA impact.

All of those within MA who have contributed to the success of NNSA implementation are to be congratulated! We had a massive challenge and responded with a quality effort and on-time delivery.

REVCOM - On-line Tool for Directives Review

The Directives Management team (MA-4) has developed an electronic method for users of the DOE Directives system to review and comment on Draft Directives. This method, known as REVCOM, works with the electronic "Explorer" system to give users access to all the Department's

directives. The new REVCOM system allows for everyone affected by a Directive to make their opinion heard and ensures that Directives writers consider all comments on submitted from various program elements. The URL for the REVCOM System is: <http://www.explorer.doe.gov/>

This system has dramatically improved the resolution of directives issues. By automating the review and comment process, REVCOM has significantly decreased the amount of time it takes to issue a directive.

Members of the directives team have been conducting demonstrations on how to use the REVCOM system to many offices in the Department, including the Deputy Secretary's office. He was quite impressed!

If your office hasn't had a demo yet and would like one, contact the Directives Management Team at 586-4716 or e:mail them at: dmteam@hq.doe.gov.

Recognition of Outstanding MA Employees

The May All Hands meetings provided an opportunity to recognize some of MA's outstanding employees. The mood of the meetings was light, with a new breakfast fare which included fruit cups, flavored coffee creamers, and Baskin-Robbins fruit smoothies! MA employees were recognized for their support of a number of Secretary

Richardson's Workplace Improvement Initiatives--GOHO, DOEFLEX, Child Care Subsidies and the Significant Opportunities for Advancement and Recognition (SOAR) secretarial support program. Leadership and Cross-Cutting Team awards were also given. The All Hands Meetings also served as the forum for the first-time presentation of organization specific awards.

Work is already underway for the next employee recognition event that will probably be held in connection with a celebration similar to the successful Fall Festival of last year. David Klaus has asked managers to nominate employee accomplishments for recognition.

Watch for more information on the schedule for the Fall event.

Print Media Services - End User Computing Center

The Print Media Services End User Computing Center located in Room GE-140 was opened on July 10th, offering the following services: viewgraph and briefing material preparation; color scanning, and b/w & color files output. The center has two high-end computer systems connected to a color scanner and to two staffed color copiers. In addition, requests for digital high speed printing can be sent from the customer's desktop via e-mail to printmedia@hq.doe.gov. These services are provided under the Working Capital Fund.

Washington Area Training and Development Center Opens

The former Career Management Resource Centers in Forrestal and Germantown have become the Washington Area Training and Development Center. The Center, which has facilities at Forrestal Room GA-156 and Germantown Room F-133, offers a range of continuing education, leadership development, and career management programs. You are invited to attend the Open House from 2:00 to 4:00 PM on Wednesday, July 26, 2000 or to call for more information at (202) 586-2452 or (301) 903-0409.

Take a Look...

An interesting display of pictures of the Hanford site in the early days of the Manhattan Project has been placed on the 4A corridor outside David Klaus' office. Stop by and learn more about DOE history.